**Onboarding to PMP Gateway**

**Purpose:** To outline the onboarding process healthcare entities will follow depending on the states funding. Appriss has automated responses based on the state to provide the requestor with information on how to onboard.

For the vendor please complete the section starting with 1a – 3a. This will be documented for our integration and support team.

**Funded and Non-Funded Workflow**

**Funded state** - Gateway or NarxCare is funded by the state which means no license cost to the healthcare entity. Once the HCE submits the request form an email response will direct the submitter to the states web site to complete the registration process. Once the state approves the submission the state will notify Appriss. Appriss will then follow the onboarding information from this document.

**Non-funded state –** Gateway or NarxCare is not funded by the state therefore the healthcare entity incurs the license fee. From a workflow perspective once the client submits the request form, they will receive an auto-response directing them to the next steps of the integration process. In a non-funded market Appriss will facilitate the necessary documentation for approval by the state. The client is not required to sign up via the state web site.

**Provider Registration and Authorization**

All providers who are planning to access the PMP via the API should also register with the state PMP. More and more states are adopting provider authorization. When the provider completes a report request in a provider authorization enabled state the request will be denied if the provider is not registered with the state PMP. It is imperative the NPI, DEA, professional license number that is registered is the same that is in the vendors software. In addition, providers need to be registered to check the PMP manually when there is a patient matching issue. They should already have an account if they are checking the PMP presently.

**1a. Web Service Credentials**

These will be used to authenticate the call to Gateway. Each healthcare entity that signs up with the state and approved, will be issued their unique web credentials from Appriss. Credentials will be sent from Appriss in an encrypted email to the address identified by the vendor. The email will be sent from the following address if you need to whitelist. [pmpgatewaynotifier@appriss.com](mailto:pmpgatewaynotifier@appriss.com)

**Where does Appriss send web service credentials? Choose below.**

Choose an item.

Vendor only

**2a. Please provide an email address to send web credentials\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notifications**

Please provide email addresses where notifications are sent.

1. Outage (when a specific state PMP or PMPI) is unavailable.
2. Vendors technical support email address and phone number.
3. Address for notifications when a client has requested you as their vendor when registering and requesting approval from the state. This will be triggered by the request form below.

**3a. Request Form**

Appriss can customize the form and append the URL with your vendor name to distribute to your clients. Example generic request form below.

[**https://info.apprisshealth.com/ehrrequest**](https://info.apprisshealth.com/ehrrequest)

Please list any additional requests for consideration on the form.

**Appriss information and links**

**Appriss Support**

[**https://apprisspmpgateway.zendesk.com/hc/en-us/requests/new**](https://apprisspmpgateway.zendesk.com/hc/en-us/requests/new)

**Planned outages** – Appriss’ maintenance window is every Wednesday from 4am – 6am EST.  This is when we push out updates, patches, new features etc.  There is a potential for downtime during this window if any changes are made to PMP Gateway as part of our maintenance window.  Notifications are only sent if an outage extends outside of this window.

**Unplanned outages** – We will add your email addresses to a distribution list to receive notifications when the PMP Gateway service is unexpectedly unavailable.  This communication comes from our Client Relations team and they will provide regular updates until the service is restored.

**State PMP Status**

Provides the most recent updates to state funding and regulations. This is the most up to date information Appriss has on state specific requirements and funding.

[**https://apprisscloud.sharepoint.com/:x:/r/Healthcare/PMPGatewaySites/VendorIntegration/\_layouts/15/Doc.aspx?sourcedoc=%7Bff7e7621-8d34-4f01-a78e-46ef9d7c0a90%7D&action=default**](https://apprisscloud.sharepoint.com/:x:/r/Healthcare/PMPGatewaySites/VendorIntegration/_layouts/15/Doc.aspx?sourcedoc=%7Bff7e7621-8d34-4f01-a78e-46ef9d7c0a90%7D&action=default)